

Section 18 – Incident Report

Introduction

*The JCAVS Incident Report screen allows Security Managers to record Incidents. Once created, the Incident Report is assigned to the appropriate **CAF** for adjudication. It also notifies additional JCAVS Users who have an active **PSM Net** relationship with the Person that an Incident has occurred. Any JCAVS Users Level 2 through 6 can file an Incident Report. Any JCAVS Users Level 2 through 6 having a PSM Net relationship with the Person affected by the Incident Report can update/finalize the Incident Report. Any JCAVS User Level 2 through 6 in the same **SMO** who initially reported the Incident may update or finalize the report. **Note:** Only those JCAVS Users who submitted the Incident Report or those who have a PSM Net relationship with the person will be able to view details of the Incident Report. No other Users are allowed access to view this information. Suspending access for a Person Category locks the JCAVS User ID until the suspension is lifted.*

Instructions

1. Click on **Select Person** (column on left).
2. Enter the person's **SSN**.
3. Click on the **Person Summary** radio button.
4. Click on the gray **Display** button.
5. Make sure the category box located within the **Personal Identification** section is displaying the correct category. If the correct category is not being displayed, click on the drop down menu and scroll down and highlight the correct category.
6. Scroll down to the Person category section of the Person Summary screen. Click with your mouse pointer over the "**Report Incident**" hyperlink to display the **Incident Report** screen.
7. **"Select An Existing Incident" Drop-Down Menu:** Displays previous Incidents for the selected individual's Person Category whether in an Initial, Follow-up or Final status. The Date of Incident and its current status are displayed in the pull down menu. To update an existing incident, highlight and select it by single-clicking with your mouse pointer over the item you wish to update. If this is the "first" Incident Report for the person in the selected Person Category, no previous entries will appear in this field.
8. Select Incident Status **Initial**, **Follow up** or **Final**.
9. Input "**Date of Incident**" **Text Box:** This is a mandatory field. Enter the date of the Incident using the *YYYY MM DD* or *YYYYMMDD* format, or use the calendar icon at the end of the field.
10. **Action:** To suspend the access for the selected individual's Person Category, single-click with your mouse pointer over the "Suspend Access" check box. **Note:** You must

have a PSM Net relationship with the Person Category prior to suspending access. Once an individual's Person Category Access has been suspended, it can only be reinstated by an Adjudicator via an Eligibility change for the individual. Suspending access for a Person Category locks the JCAVS User ID until the suspension is lifted.

11. **"Select CAF" Drop-Down Menu:** This is a mandatory field that allows JCAVS Users to indicate which CAF receives the Incident Report. **Highlight** and **select** the appropriate CAF to receive the Incident Report by single-clicking with your mouse pointer over the "Select CAF" field.
12. **"Incident Criteria" Check Boxes:** Click with your mouse pointer over the appropriate check box(es) to indicate which adjudicative criteria are involved in the Incident. You may select as many as appropriate. This is a mandatory field. There must be at least one criterion selected. They may be modified as needed.
13. **"UNCLASSIFIED Description of Incident" Text Box:** Enter up to 3,000 characters in this field to describe the Incident. This is a mandatory field for "Initial" and "follow up" reports. It is also mandatory if you are submitting an "Initial" Incident Report and submitted it as a "Final" to the CAF. You may append to this field, yet you may NOT remove previously saved comments.
14. **"Save" Button:** To save your actions, click on the **"Save"** button at the bottom of the screen.
15. **"Cancel" Button:** If you change your mind and wish to return to the previous screen without saving changes, click on the gray **"Cancel"** button. Clicking on the gray **Cancel** button will take you back to the Person Summary screen.